

Customer Service Specialist

16 credit Technical Diploma
Program Code 30-102-4

Last Updated: 10/2023

Disclaimer: The schedule of offerings may be adjusted to meet enrollment needs.

The table below displays the program's currently planned course offerings by academic term.

To review the suggested program course sequence, click on the Plan of Study tab in the WCTC catalog.

D = Daytime Offering
E = Evening Offering
O = Online Offering

Course #	Course Name	Fall 2023			Winter Interim 2024	Spring 2024			Summer Interim 2024	Summer 2024	Fall 2024			Winter Interim 2025	Spring 2025			Summer Interim 2025	Summer 2025	Fall 2025			Winter Interim 2026		
		Term 1	Term 2	16 Week		Term 1	Term 2	16 Week			Term 1	Term 2	16 Week		Term 1	Term 2	16 Week			Term 1	Term 2	16 Week			
102-101	Business Professionalism		D, O									D, O				D, E						D, O			
102-126	Client Relation Skills and Technology	E	D				E					D				E						D			
104-102	Marketing Principles	D, E	D, E			D, O	D				D, E	D, E			D, O	D						D, E	D, E		
106-162	Introduction to Microsoft Word	D, O	E		O	D, O	E		O	O	D, O	E		O	D, O	E		O	O			D, O	E		O
106-163	Introduction to Microsoft Excel	E, O	D, O		O	E, O	D		O	O	E, O	D, O		O	E, O	D		O	O			E, O	D, O		O
106-166	Business Presentation Software		O		O		O		O	O		O		O		O		O	O				O		O
196-125	Management of Customer Service	D, E	E			D, E	D			O	D, E	E			D, E	D			O			D, E	E		